

Frequently Asked Questions about the ADAMA SpeakUp System

1. What is the ADAMA SpeakUp?

It is a service ('communication instrument') enabling all employees within ADAMA and external stakeholders (including suppliers, customers and members of the public) to report special ethical situations that would otherwise not be reported in complete anonymity. You can do this either by phone or via a secure website, without the interference of a human operator.

2. What is the ADAMA SpeakUp intended for?

ADAMA SpeakUp is intended for the reporting of direct knowledge or genuine suspicions of fraudulent, unethical or unlawful conduct in violation of the Law, Company's procedures or Code of Conduct where the messenger does not feel able to use his or her normal reporting lines which are the direct manager, senior members of management, any member of the Legal team and your local human resources representative or HR business partner or your contact at ADAMA.

3. Who operates the ADAMA SpeakUp?

The service is operated by a third party, People Intouch, an independent Dutch company. People Intouch is responsible for processing all messages. Founded in 2004, the company is based in Amsterdam. The patented SpeakUp® reporting system is already used by numerous well-known companies such as BMW, Roche, Skanska and Randstad.

4. Is the system difficult to use?

Not at all: straightforward voice prompts guide you through the simple process and phone menu.

5. Can my identity be discovered?

*ADAMA will receive a typed word-for-word transcript of what you have said. You are in total control of the content of the message you leave: if **you** leave your contact details in your message, ADAMA SpeakUp will forward it; if you do **not** leave your contact details, ADAMA SpeakUp and ADAMA will not know who you are. Furthermore, ADAMA has agreed not to seek the identity of any caller.*

6. Will my voice be heard by ADAMA?

No. The ADAMA SpeakUp system is operated by People Intouch, an independent company that transcribes and translates your message and sends ADAMA a typed word-for-word transcript of what you have said. (Tip: if you do not feel comfortable leaving a phone message, have someone else read out your message on the phone system or leave a message on the web system).

7. Can ADAMA trace my connection data?

No, the ADAMA SpeakUp system is operated by People Intouch. ADAMA has no access to the connection data. Phone details or IP-addresses will never be handed over to ADAMA. However, it could be that ADAMA traces user information from your telephone or computer, note that you can use a public or non-identifiable telephone or computer as well.

8. What happens with the recording of my message?

Upon confirmation of receipt of the transcribed and/or translated message by ADAMA, the recording will be erased immediately by People Intouch.

9. Who is paying for my call?

Access is via a free phone number so you will call at no cost.

However, it can be that in exceptional cases (for some mobile operators for instance) local costs will apply.

10. Is there a limit on the length of message I can leave?

No. However, after seven minutes you will get a notification followed by an option to continue. (Tip: try to be as comprehensive and to the point as possible in your message).

11. What do I need to do when the ADAMA SpeakUp Phone system is not accessible?

If you have tried calling from a mobile phone, then please try again using a fixed land line, we have experienced that this is the best way to reach the ADAMA SpeakUp phone system. If you still encounter problems accessing the ADAMA SpeakUp phone system, you can send an email to speakup@peopleintouch.nl.

12. How quickly will my message be passed on to ADAMA?

Your transcribed message will be sent to ADAMA, in principle, within one working day.

13. Who at ADAMA receives my message?

ADAMA's General Legal Counsel.

14. I want to remain anonymous, but would like to receive a response; how can I manage?

The ADAMA SpeakUp system will give you a unique case number. Please make sure to write this down carefully. This case number enables you to listen to or read the response from ADAMA when you return to the system.

15. How quickly can I check for a response?

ADAMA strives to respond within one week. If no answer is available after a week, we advise you to try once more after a few days, or leave a new message with a new case number and refer to your other case number.

16. Can I call ADAMA SpeakUp at any time?

Yes, the ADAMA SpeakUp is available 24 hours per day and 365 days a year from every telephone. Each country has its own free phone number and access code.

17. Can I leave a message in my native language?

Yes, you can leave a message in your native language. Agreements are made with ADAMA about language options for each country. When leaving your message, you can simply choose one of these languages. Responses will be in your native language as well.

18. Can I leave documents?

Yes, the ADAMA SpeakUp Web Service enables you to attach (electronic) documents.

When you left a message on the phone system, you can log on to the web system using the same case number. Press on the button 'if you already have a case number'. Here you can leave your (electronic) documents.

If you would like to stay anonymous, please make sure your contact details are not mentioned in the attachments or in its properties.

19. What if I don't remember my case number?

If you have lost your case number, we ask you to leave your message again with a new case number. If you had written down your message for your first call, this will not take up much of your time. Use the new case number for all further communication.

20. I do not know where to find the information to leave a message. Where can I find this?

The information to leave a message can be found on the Ethics & Compliance page under KNOW on the Adama intranet. If you cannot find it there, please send an email to speakup@peopleintouch.nl, so they can help you.